

<b>Purpose</b>	Describe requirements for providing program information to non-English speaking and/or disabled applicants and clients.
<b>Determination of Translation Needs</b>	Racial/ethnic and language spoken data will be evaluated by state and local agencies for the need to provide program information and materials in languages other than English.
<b>Availability of Translated Materials</b>	The State WIC office will provide certain program materials in languages other than English when it has been determined that a significant number of the potentially eligible population or clients speak that language. These materials will be available to all local agencies for their use. A listing of these materials may be found in Section O of this manual.
<b>Translation of Materials by Local Agencies</b>	Local agencies may have program materials translated into other languages that are not available from the state office. A copy of all translated materials should be sent to the State WIC Office before their use with clients..
<b>Use of Interpreters</b>	In areas where a significant percentage of the potentially eligible population or current clients speak a language other than English every effort should be made to hire bilingual staff or to provide an interpreter. Use of interpreters may be on a voluntary or contractual basis.
<b>Visually Impaired or Clients Unable to Read</b>	Local agency staff must read program information to all applicants/clients who are unable to read the materials. For visually impaired clients staff may read the information, Braille materials may be obtained from the State WIC Office, or a sign language interpreter may be provided.
<b>Request for Materials in Alternate Formats</b>	Applicants or clients may request program information or materials in languages or formats not currently available. Every effort should be made to meet the request. When a request is received that the local agency is unable to meet on their own they should contact the State WIC Office for help.

**Request for  
Materials in  
Alternate Formats  
(cont.)**

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While it can be anticipated that such requests will arise, agencies shall respond to request only as they actually arise. There is no need to produce nutrition education materials or other information in all possible formats in advance simply because the possibility exists that there may be a future request.

Requests shall be handled in the simplest and most economical manner acceptable to the person making the request. Examples of acceptable responses to requests include: 1) photocopying an existing brochure at a magnified scale to produce a large print document; 2) recording the contents of a written lesson onto an audio cassette, CD or DVD; or 3) hiring an interpreter to sign the content of a video lesson to a hearing-impaired person.

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